



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SUPERVISING CHILD SUPPORT OFFICER

Class No. 002942

■ CLASSIFICATION PURPOSE

Under general direction, to supervise a team of subordinate staff of Child Support Officers; to direct the activities associated with conducting in office interviews and investigations of complex custodial and non-custodial parent cases, establishing paternity, and initiating actions to establish and enforce orders for support; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Supervising Child Support Officer is the first-line supervisor class in the child support officer class series. This class is allocated only to the Department of Child Support Services, and is not a law enforcement class. Under general direction from a Child Support Manager, incumbents are responsible for training and leading a team of Child Support Officers and directing the activities associated with training and conducting in-office investigations with assigned subordinates. This class differs from the next higher class Child Support Manager in that the latter plans, organizes, develops, and directs the operations and activities in a specific division, unit or team of the Department of Child Support Services.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, organizes, assigns, and supervises the work of a team of Child Support Officers in all aspects of child support case management.
2. Participates in planning, developing, revising, implementing and evaluating unit policies and procedures for processing casework and expediting the flow of work.
3. Interprets, applies, and communicates to staff, child support laws, court orders, rules, regulations, and policies.
4. Provides investigative support on casework, particularly on complex cases, and advises on a course of action.
5. Conducts case audits and reviews for quality assurance purposes and to ensure compliance with legal requirements.
6. Provides technical guidance and training to subordinate staff.
7. Participates in the selection, training, and performance evaluation of subordinate staff.
8. Prepares and compiles team statistics and reports.
9. Appears in court as a witness to facts surrounding the processing of specific cases.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to all classes:

- General Management System (GMS) in principle and in practice.
- Principles and techniques of supervision and training.
- Federal, State, and local laws relating to child support services.
- Effective interviewing and interrogation techniques to obtain information from uncooperative persons.
- Methods and techniques necessary to collect delinquent accounts.
- Investigation methods and techniques, necessary to gather and present evidence.
- Basic financial record keeping and billing procedures.
- Sources used to locate individuals and identify assets.

- California courtroom procedures and courtroom etiquette.
- Practical application of computers and peripheral equipment.

Skills and Abilities to:

- Effectively supervise, train, and evaluate performance of Child Support Officers in the techniques of investigation and enforcement of family support laws and regulations.
- Plan, organize, assign, direct, review, and monitor work assignments of Child Support Officers.
- Develop or revise policies and procedures.
- Implement, monitor, and evaluate effectiveness of policies.
- Collect, analyze, summarize information; draw logical conclusions, and make recommendations.
- Demonstrate oral and written communication skills sufficient to prepare and present clear and concise oral or written reports and to communicate effectively with staff.
- Understand, interpret, effectively explain, and apply basic laws, rules, and regulations relative to child support, the collection of funds, and the seizure of property.
- Establish and maintain effective working relationships with employees, outside agencies, and members of the general public.
- Analyze potential problem situations and negotiate or adopt actions to achieve resolution.
- Prepare clear, concise, and complete case records.
- Maintain records, logs, and files.
- Make simple to complex mathematical calculations.
- Provide technical resources and advice to subordinate staff.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. An associate's degree in business, financial management, criminal justice, or a closely related field, AND one (1) year of experience as a Child Support Officer in the County of San Diego, six (6) months of which was as a full-time lead worker in the Department of Child Support Services; OR
2. Two (2) years of experience as a Child Support Officer in the County of San Diego, one (1) year of which was as a full-time lead worker in the Department of Child Support Services.

Note: Additional years of experience as described above may be substituted for the education requirement on a year-for-year basis; OR, completion of appropriate course work from an accredited college or university may substitute for the experience requirement on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers, phones and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates offered employment will be subject to a background investigation performed by the Department of Child Support Services.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: November 20, 1996
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Supervising Child Support Officer (Class No. 002942)

Union Code: MM Variable Entry: Y